



United Casualty and Surety Insurance Company
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303 Congress Street, Suite 502, Boston, MA 02210

Job Description: Senior Surety Claims Consultant

United Casualty & Surety Insurance Company (“UCS”)

UCS is a 50-state licensed, “A Excellent” AM Best rated and a surety only insurance company. We are seeking a highly skilled and experienced Senior Surety Claims Consultant to join our growing Claims Department. This position will be responsible for investigating, evaluating, and resolving complex performance and payment bond claims, including matters involving significant financial exposure and litigation. The successful candidate will exercise independent judgment, develop effective claim strategies, and collaborate with internal and external stakeholders to achieve timely and appropriate resolutions.

This exempt position reports to the Head of Surety Claims and is eligible for a hybrid work arrangement, with preference given to candidates located near offices in Chicago, Phoenix, Anchorage, Boston, Atlanta, Seattle, Irvine, or Dallas. The anticipated salary range for this position is \$113,664.71 – \$147,764.12 annually, with the final compensation determined based on the successful candidate’s experience, qualifications, and location.

What You’ll Do

Claims Strategy

- Investigate, evaluate, and resolve complex performance and payment bond claims from initial notice through final resolution.
- Analyze contractual obligations, bond liability, damages, defenses, indemnity rights, and potential recovery opportunities.
- Develop and execute claim strategies involving significant financial exposure, complicated construction issues, and active litigation.
- Establish and maintain appropriate reserves in accordance with company standards and applicable authority.
- Direct and coordinate outside counsel, construction consultants, accountants, and other professionals retained to assist with claim investigations and resolutions.

- Participate in negotiations, mediations, court proceedings, and settlement discussions involving principals, obligees, claimants, indemnitors, and other interested parties.

Legal Analysis and Litigation

- Evaluate sophisticated legal and factual issues involving bonded contracts, construction disputes, coverage, indemnity, subrogation, and surety defenses.
- Manage litigated claims from inception through settlement or trial while ensuring that legal strategies remain consistent with the company's business objectives.
- Monitor relevant statutes, regulations, and court decisions that may affect surety claim handling and litigation strategy.
- Identify potential extra contractual exposure and take appropriate measures to protect the company's interests.

Communication and Reporting

- Provide clear, timely, and professional written and verbal communication to principals, obligees, claimants, Specialists, agents, and internal business partners.
- Prepare claim evaluations, reserve recommendations, litigation reports, and management updates concerning significant matters.
- Identify and communicate claim trends, emerging risks, and lessons learned to Claims leadership and other business partners.
- Provide meaningful feedback to Underwriting regarding claim activity, account performance, and potential risk considerations.

Stakeholder Collaboration

- Build and maintain effective relationships with internal teams, external counsel, consultants, agents, customers, and other industry stakeholders.
- Serve as a subject matter authority on complex surety claims and provide guidance to Claims leadership and colleagues.

- Assist in developing and improving claim handling procedures, training materials, and departmental best practices.
- Support the professional development of other team members through coaching, training, and collaboration.

What We're Looking For

Minimum Requirements

- At least 5 years of experience handling surety bond claims, construction litigation, or similarly complex construction disputes.
- Experience investigating and resolving complex performance and payment bond claims.
- Demonstrated ability to analyze contracts, legal issues, damages, defenses, and litigation risks.
- Experience managing outside counsel and consultants in matters involving significant financial exposure.
- Strong analytical and problem solving skills, with the ability to exercise sound independent judgment.
- Excellent written and verbal communication skills, including the ability to explain complex matters clearly and professionally.
- Strong organizational skills and the ability to manage competing priorities across a portfolio of complex claims.
- Willingness to travel for project meetings, mediations, court proceedings, and claim mitigation activities as needed.
- Ability to obtain and maintain any licenses or registrations required by the company or applicable law.

Preferred Qualifications

- Juris Doctor degree.
- Experience practicing construction law or managing complex construction litigation.
- At least 5 years of insurance, surety claims, or construction litigation experience.
- Experience negotiating directly with principals, obligees, claimants, indemnitors, and their counsel.
- Familiarity with indemnity enforcement, subrogation, collateral demands, construction completion strategies, and recovery efforts.

What to Expect

This position is structured as an individual contributor role and does not initially include direct management responsibilities. However, the Senior Surety Claims Consultant will serve as a senior resource within the Claims Department and will have opportunities to mentor colleagues, contribute to departmental strategy, and help develop claim handling standards. As UCS continues to grow, the responsibilities and leadership opportunities associated with this position may expand.

Why Join Us?

At UCS, we pride ourselves on breaking old norms and fostering innovation within the surety industry. This role offers the opportunity to:

- Manage sophisticated surety claims with meaningful responsibility and autonomy.
- Work closely with experienced professionals committed to improving industry standards.
- Influence claim strategy, departmental practices, and the continued development of a growing organization.

Enjoy a competitive salary and comprehensive employee benefits package.

We are committed to creating a diverse and inclusive workplace and are proud to be an equal opportunity employer.

This document is intended to outline the general nature and level of work performed in this role. It is not an exhaustive list of all responsibilities, duties, or skills required.